



# INFORMATION BULLETIN

New Hampshire Bureau of Emergency Communications

Enhanced 9-1-1 Features

April, 2001



New Hampshire's Enhanced 9-1-1 system is one of the most technologically advanced systems in the country. Enhanced 9-1-1 service is available to every New Hampshire citizen and visitor 24/7 from any telephone in the state. All 9-1-1 calls are free from any type of telephone including pay phones. In addition, there are features of the system we think you should know about. The following paragraphs will outline and describe in detail some of the features available through New Hampshire's Enhanced 9-1-1 system.

## LANGUAGE LINE INTERPRETERS

In an emergency situation, clear communication with a 9-1-1 caller is critical. To help the communication process, the Bureau of Emergency Communications, Enhanced 9-1-1, subscribes to a language line interpreter service and provides translator service at no cost to the public. When faced with an emergency, non-English speaking citizens or visitors have instant access to over 160 different languages and dialects. This service is available 365 days a year, 24 hours a day, 7 days a week.

## POISON CONTROL

Before Enhanced 9-1-1 was available in New Hampshire, an accidental drug or chemical ingestion would usually trigger a desperate search for poison control's toll-free telephone number for help. Thankfully, those days

are behind us and the only number you to know when faced with this kind of emergency is 9-1-1. Three easy numbers - a FREE call. In New Hampshire, the poison control center is already programmed into the 9-1-1 system and is available with just a click of the computer mouse. Don't waste time memorizing eleven digits for poison control, simply dial three.....9-1-1. We're always here to help you.

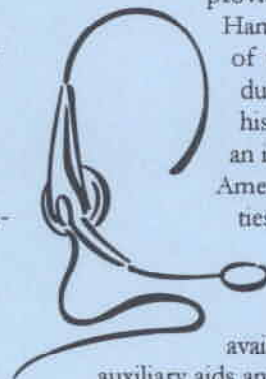
## EMERGENCY INTERPRETER REFERRAL SERVICE AND TTY ACCESS

Every 9-1-1 computer terminal is equipped with a built-in TTY which is a telecommunication device used to communicate with a hearing or speech impaired person. Using this TTY device Telecommunicators are able to type back and forth with the caller and provide emergency assistance at their time of need.

Since the inception of Enhanced 9-1-1 the Bureau has worked closely with experts representing the deaf, hearing impaired and speech impaired communities.

Working together with these agencies, a very important service was 'born.' The Emergency Interpreter Referral Service (EIRS) is a service available to anyone who

may need an interpreter in an emergency situation. The service is available 24 hours day - for emergencies only. It is important to know that the interpreters are volunteers and may not always be available. Using the call list



provided by the New Hampshire Association of the Deaf, the Bureau's duty supervisor will do his or her best to reach an interpreter. The Americans with Disabilities Act, Title II, 7.1000, 7.1100 & 7.1200 requires public entities to make available appropriate

auxiliary aids and services, unless to do so can be proven to be a fundamentally undue burden. Qualified interpreters are an example of an auxiliary aid. Again, remember, the interpreters are volunteers and may not always be available. The Bureau acts only as a referral service and will not pay for the cost of an interpreter. The requesting agency is responsible for any costs related to the EIRS. The Bureau does not charge for its part in this system. Please contact us if you would like more information about EIRS or TTY access.

## SUPPLEMENTAL MEDICAL INFORMATION

The Bureau provides forms to citizens who have permanent medical conditions they feel emergency personnel should be aware of in emergency situations. The reported medical conditions are added to the 9-1-1 database. If a 9-1-1 call is placed from their telephone, a supplemental medical information screen will pop-up on the Telecommunicator's computer. This permanent medical information is relayed to your local dispatcher when the 9-1-1 call is transferred. Supplemental medical forms are available for distribution to citizens in your community who you think would benefit by adding their permanent medical conditions into the 9-1-1 database. You can request a form by calling the Bureau at (603)271-6911 or toll-free at (800)806-1242..